

2024 Impact Report at a glance



Heather Lavalley,
Chief Executive Officer

"In 2024, Voya advanced its commitment to improving lives through innovative financial solutions, an inclusive work environment and engagement with the world around us. Our vision — *Clearing your path to financial confidence and a more fulfilling life* — and our purpose — *Together we fight for everyone's opportunity for a better financial future* — are deeply integrated into our strategy, and they shape our culture."

Colleagues

Reflecting on our workplace culture

Our inclusive culture is characterized by a workplace where our colleagues feel supported and inspired to achieve their full potential. Through our annual Employee Sentiment Survey, 90% of employees reported that Voya embraces and celebrates people's differences.

Amplifying employee connections

VoyaVibes groups are employee-driven networks designed to bring employees together to foster a greater sense of belonging and create connection opportunities. Within the first four months of the launch, 25 groups were established including Cycling Enthusiasts, Networking and Nature, and Working Parents.

Advancing financial wellbeing

Our 11 Employee-Led Councils focus on driving programs and initiatives that positively influence our culture. The councils delivered numerous inclusive programs, including sessions designed to increase financial literacy based on the analysis of Voya's employee savings rates and participation in the company's 401(k).

Extending financial education to youth

We expanded our comprehensive curriculum designed to help interns and students build confidence in managing their personal finances. Voya Ambassadors took our personal finance course to hundreds of students and summer interns as part of our commitment to provide young people with a solid financial foundation.

Clients

Supporting workers at every life stage

A decade ago, we launched myOrangeMoney® to enhance customers' digital retirement saving experience. This platform transformed how users manage and engage with their retirement accounts, making them 24% more likely to save for retirement compared to non-users.

Expanding access to financial education

Our Voya Learn live sessions provide free, accessible, interactive information sessions and decisions-support tools to help individuals gain an understanding of topics including personal finance, retirement and protection. In 2024, nearly 20,000 individuals attended one or more sessions.

Focusing on customer satisfaction

We prioritize a customer experience that enhances satisfaction, drives stronger financial results, stakeholder value, employee engagement and customer growth. In 2024, our overall customer satisfaction rate was 93%.

Customizing investment strategies

Voya Investment Management's range of capabilities and approaches to responsible investment are designed to meet our clients' preferences. This often requires customization, and we have the capabilities to exclude certain users or sectors from our clients' portfolios to reflect their investment objectives. In 2024, assets under management included \$97 billion in client-directed exclusions and \$5 billion in sustainability solutions.

2025 plan year open enrollment highlights¹

As part of our comprehensive health and wealth strategy, we are committed to simplifying the benefits' experience for millions of individuals through our Benefitfocus platform.

100%

On-time client sign-off and starts

96%

Customer/client satisfaction
score for contact center

97%

First call resolution

1. Benefitplace™ client metrics from Fall 2024 annual open enrollment period for 1/1/25 benefit effective dates.



Communities

Volunteering to strengthen communities

Voya stands out as an industry leader in community service by providing 40 hours of paid volunteer time away a year for full-time employees and organizing ample opportunities to serve. In 2024, approximately 73% of Voya employees volunteered throughout the year, compared to 29% median volunteer participation rate for similar-sized companies.²

Serving through nonprofit boards

Since 2016, we supported more than 100 placements of leaders on nonprofit boards through our Executive Nonprofit Board Placement Program. This mutually beneficial program provides the opportunity for executives to positively impact their community by sharing their skills and talents, while sharpening their leadership skills, learning new concepts and expanding their network.

Empowering educators

We believe in providing teachers the training, tools and exposure needed to effectively improve students' STEM and financial literacy skills. Each year, Voya Unsung Heroes recognizes educators with 50 grants to help fund innovative teaching methods and creative educational projects. The 2024 First Place Voya Unsung Heroes grant recipients from CHESPAX in Prince Frederick, Maryland, created a fifth-grade project to improve their community's ecosystem through a living reef campaign.

Advancing students' financial literacy knowledge

Since 2018, the National Personal Finance Challenge has been a Voya signature program, in partnership with the Council for Economic Education. Employees volunteer at the state and national championships each year to help students gain opportunities for personal growth. In 2024, more than 14,500 students demonstrated their knowledge in the concepts of earning income, spending, saving, investing, managing credit and managing risk.

Governance

Assessing materiality of responsible practices

In 2024, we updated Voya's materiality assessment to identify the responsible business practices our stakeholders believe require our greatest focus. These insights help align our corporate responsibility strategy with internal and external stakeholder expectations. The highest ranked topics included data security; customer privacy; talent attraction and retention; business ethics and pay equity.

Upholding ethics and integrity

At Voya, we believe a strong corporate governance model is essential for effective company oversight. Our ethical practices support our corporate responsibility commitment by ensuring we do the right things for our colleagues, clients, communities, and other stakeholders. Voya employees completed the Code of Business Conduct and Ethics training at a rate of 100%.

Protecting data and privacy

Voya recognizes the importance of having effective and meaningful privacy protections around the collection, use and disclosure of personal information. Privacy needs will continue to evolve, and we are committed to navigating the privacy landscape by continuously assessing and adjusting policies and procedures, as well as educating our employees. We also celebrate Cybersecurity Awareness Month, a month-long campaign designed to educate and build greater awareness of every employee's role in protecting personal information.

[Please visit \[Voya.com\]\(#\) to read our full 2024 Impact Report: Driven by purpose.](#)

Environment highlights

100%

of our electricity use
has been offset
since 2008

71%

reduction in U.S. scope
1 and scope 2 emissions
since 2019

114%

total percentage of
electrical emission
offset in 2024

76%

waste diverted
from landfills

2. Chief Executives for Corporate Purpose. (2024) Giving in Numbers: 2024 Edition (p. 17). CECP.

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